

PERSONAL GUIDANCE  
FOR  
YOUR HEALTHCARE

KelseyCare<sup>®</sup>  
CONCIERGE

EXCLUSIVELY FOR KELSEY-CARE MEMBERS

*You're already getting an incredible level of benefits through your KelseyCare health plan. In addition, you'll get an enhanced level of personalized service through the **KelseyCare Concierge**.*

*At KelseyCare, it's all about personal service. You're part of the Kelsey-Seybold family. You're important to us, and we want to offer you a V.I.P. experience.*

## **PERSONALIZED INFORMATION, GUIDANCE AND SUPPORT**

To make your healthcare experience with KelseyCare as hassle-free as possible, we offer a special complimentary concierge service exclusively for KelseyCare members.



*Call 713-442-0006 or  
toll free 1-866-609-1630*



*Help with choosing a primary  
care physician*



*Help with choosing a nearby  
clinic location*



## A SINGLE POINT OF CONTACT

Here are just some of the services we provide:

- Personalized assistance in scheduling appointments and selecting physicians.
- Assistance in finding nearby clinic locations.
- Expert guidance regarding specific services available at each clinic location.
- Resolution of complex billing and eligibility issues.
- Expert help resolving your questions and concerns regarding the KelseyCare plan.

The KelseyCare Concierge is your single point of contact and trusted information source through the entire healthcare experience. Access to the KelseyCare Concierge is like having a personal assistant and a healthcare advocate rolled into one. We can help you address your special needs and maximize your benefits.

PLEASE CALL US

If you need assistance from your KelseyCare Concierge,  
please don't hesitate to call us,

Monday-Friday, 8 a.m. to 5 p.m.

at **713-442-0006** or toll free at **866-609-1630**.